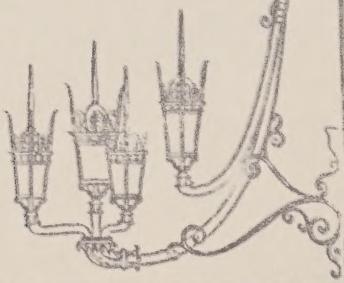


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# Hotels

A COMPREHENSIVE REPORT ON THE PAST, PRESENT, AND FUTURE OF BOSTON'S HOTEL INDUSTRY



Boston Redevelopment Authority

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CITY OF BOSTON

BOSTON REDEVELOPMENT AUTHORITY  
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Boston  
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POLICY DEVELOPMENT & RESEARCH  
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November 1997



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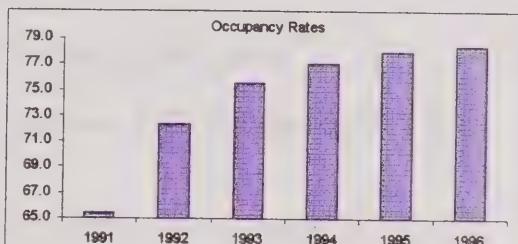


## EXECUTIVE SUMMARY

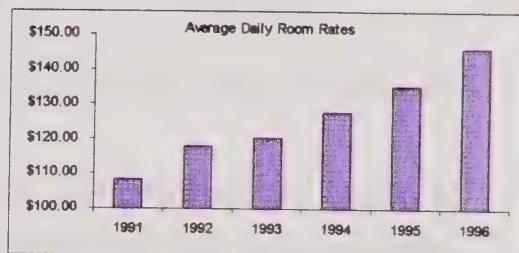
Boston's hotel market is currently enjoying its strongest period in the city's history. Most recent figures for 1996 indicate record highs in the following areas:

- 12,643 hotel rooms (12,220 in hotels with over 50 rooms).
- an average annual occupancy rate of 78.4%.
- an annual average room rate of \$145.91.
- a total of 3,472,838 room sale nights.
- over \$506 million in gross room revenues.

Last year's figures were only the latest peak in a steadily rising six year trend that places Boston, along with New York City and San Francisco, among the top three



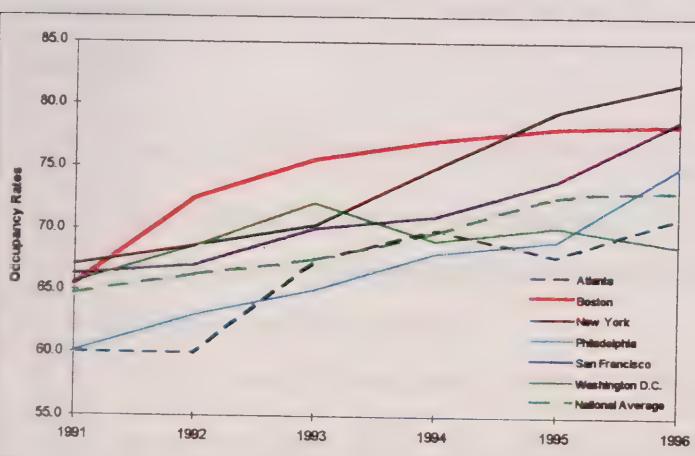
Occupancy Rates in Boston: 1991-1996



Room Rates in Boston: 1991-1996

major cities in the country in terms of hotel market.

Boston also leads the hotel market in the metropolitan area and throughout the state of Massachusetts. Although Boston hotel rooms account for only about 20% of the state's total rooms, in the latest years for which figures are available:



Occupancy Rates in Selected Cities: 1991-1996

- Boston hotels' \$574.8 million in total receipts made up almost 39% of the state total of just over \$1.5 billion (1992).
- The 10,345 jobs generated by Boston's hotels represented more than 35% of the state's total of 29,428 hotel-related jobs (1994).



- Boston's hotel payroll of \$208.3 million represented more than 42% of the state hotel payroll of \$494.8 (1994).
- Boston hotels accounted for 34.8% of the state's hotel occupancy tax receipts, collecting \$28 million for the state treasury (FY1997).

Boston's hotel industry is an important ingredient to the city's economy:

- The average full-service hotel room costs between \$100,000 and \$200,000 to build.
- Each hotel room built generates more than one half-year's work for a construction worker.
- Once built, each Boston hotel room generates an average of .87 permanent jobs.
- The average room in Boston generates \$2,463 in annual property taxes and \$1,611 in annual hotel/motel taxes.
- In FY97, Boston's hotels paid \$28,833,059 in property taxes and the City of Boston received another \$19,670,581 in hotel/motel room occupancy taxes.

All of this economic activity generated by the hotel industry is particularly valuable because it is generated by spending attracted from outside the region. Consequently, this spending is *added to*, not *siphoned from*, other sectors of the local economy.

Boston's hotel market is supported by four main groups:

- 38% comes from business travelers.
- 32% comes from convention and meeting travelers.
- 21% comes from tourists.
- 9% of Boston's hotel guests came from tour groups and airline contracts.

As in most other cities, the hotel business varies from season to season in Boston. December, January, February and March are the slowest months; April, May and November are the "shoulder months" of mid-level demand; the months between June and October make up the busy season.

Boston has enjoyed a strong hotel industry since 1829 when the original Tremont House, one of the pioneer first-class hotels in the nation, opened for business.



Today's strong hotel market is only the latest in a number of "hotel booms" that have taken place in Boston during the 20<sup>th</sup> century. Boston hotel rooms numbered over 10,000 in the 1920s, the 1930s, and again in the 1980s. All these decades were marked by a strong overall prosperity in the city's economy.

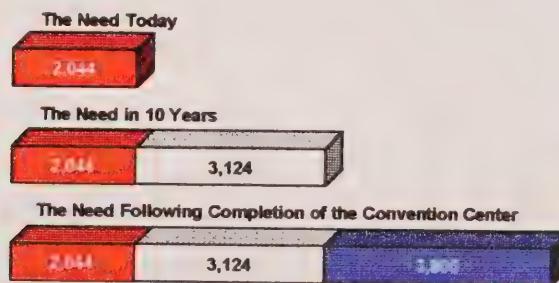
Today, most of the city's 12,643 total guest rooms are contained in the city's 40 major hotels. They range in age from the Omni/Parker House (built in 1855) to the Shawmut Inn (1995), in size from the Sheraton Boston (1,187 rooms) to smaller hotels like the Bostonian (153), and stretch from along the Charles River in Allston, through Kenmore Square and the Back Bay, to Downtown, then across the harbor to Logan Airport and East Boston.

Although Boston has more hotel rooms now than at any other time in the city's history, more are on the way.

- Eleven hotels totaling 1,936 rooms are under construction or have been approved for construction by the Boston Redevelopment Authority.
- Another 7 hotels with 2,145 rooms have been proposed or discussed.

Even with this increased supply, more hotel rooms are still needed. To fully meet the current demand for hotel space as well as accommodate anticipated growth, the Boston hotel market could support:

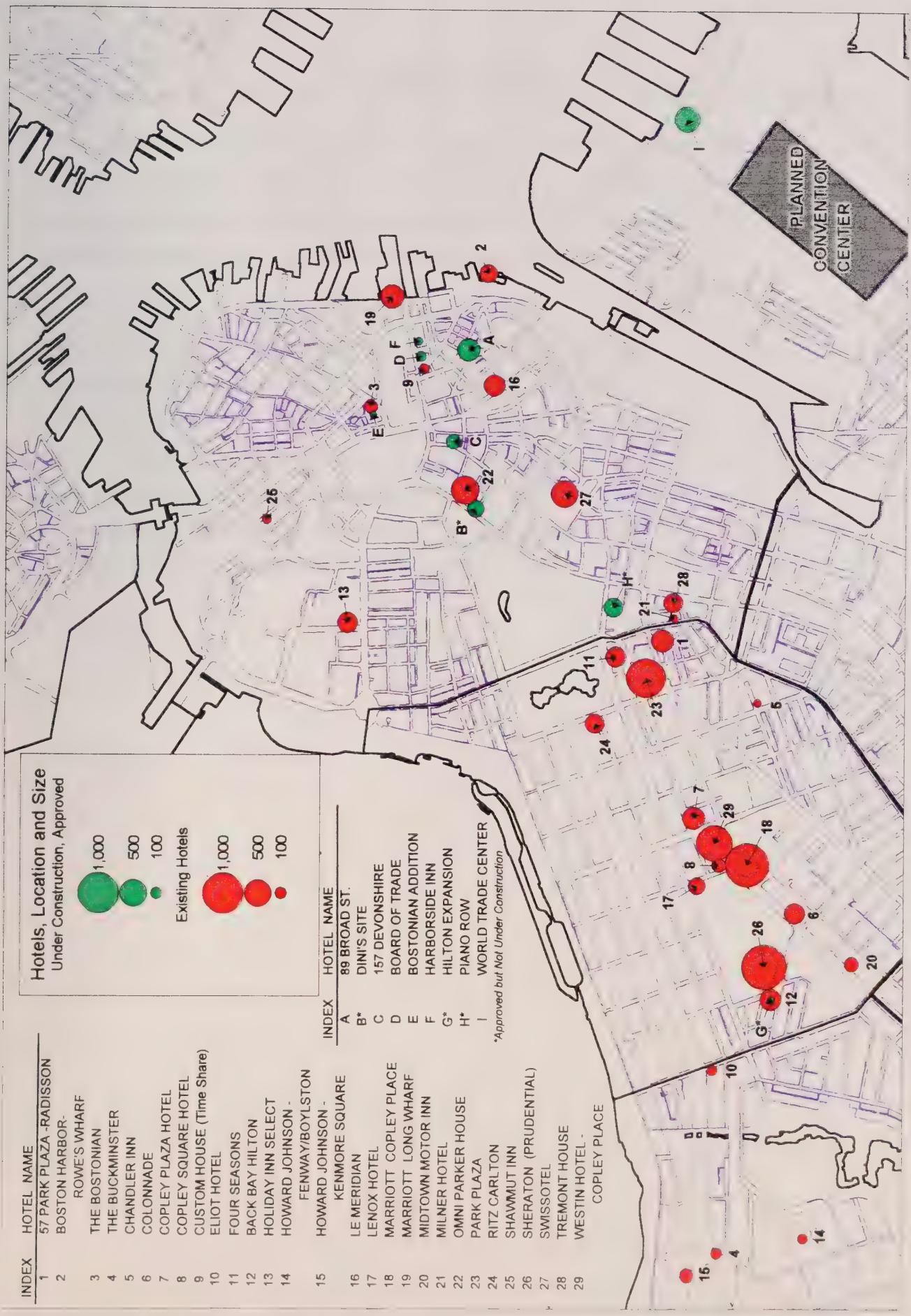
- an additional 2,044 to meet existing demand and business lost to the suburbs
- an additional 1,485 new hotel rooms in the next 5 years and a total of 3,124 new hotel rooms in the next 10 years to meet the anticipated growth in demand.
- an additional 3,800 hotel rooms once the proposed Boston Convention and Exposition Center is built.



*Hotel Room Needs for The City of Boston*



# Existing, Under Construction, and Approved Hotels in Downtown Boston





## INTRODUCTION

---

Boston's hotel market is currently enjoying its strongest period in the city's history, registering record highs in hotel room inventory, occupancy rates, room rates, room sales and gross receipts. All signs point to this prosperity continuing particularly if increased supply is added to meet projected growing demand.

The following report describes the current state of the hotel market in Boston, a look at the history of hotels in the city, proposed new hotels, and projections for continued future demand. Data for this report were derived from the U.S. Department of Commerce, the U.S. Census Bureau, Massachusetts Department of Employment and Training, City of Boston Assessing Department, commercial hotel industry analysts, and Boston hotel operators. The status of hotels identified in this report - whether existing, under construction, approved by the BRA for construction, or in planning stages - is documented as of October 10, 1997.



## BOSTON'S CURRENT HOTEL MARKET

### Boston's Strong Hotel Market

Boston's hotel market is currently enjoying its strongest period in the city's history. The city currently has 12,643 hotel rooms - more hotel rooms than ever before. Of these rooms, 12,220 are in hotels of more than 50 rooms. The analysis in this report is based upon those hotels of more than 50 rooms. Hotels of this size are most popular with visitors and are the basis of most hotel industry analyses.

In 1996, the annual average hotel room occupancy rate in Boston's major hotels was a record 78.4%. The annual average room rate was \$145.91, another record. (See Table 2.) These numbers are well above the 1996 average of 73.1% and \$99.05 in cities across the country. Boston's figures

**Table 1 - Hotel Room Stock in Boston**

|  |        |
|--|--------|
| Major Hotels<br>(Over 50 Rooms)              | 12,220 |
| Hotels and Other Lodging<br>(Under 50 Rooms) | 423    |
| Total Hotel Rooms                            | 12,643 |

**Table 2 - Boston Occupancy and Room Rates: 1991-1996**

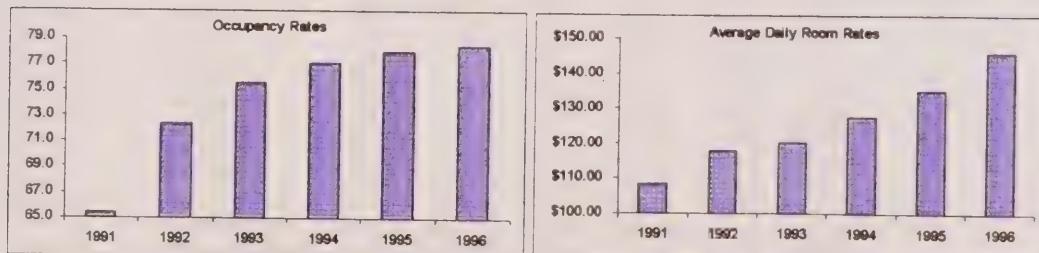
| Year | Occupancy Rate | Average Daily Room Rate |
|------|----------------|-------------------------|
| 1991 | 65.4           | \$108.29                |
| 1992 | 72.3           | \$117.57                |
| 1993 | 75.5           | \$120.36                |
| 1994 | 77.0           | \$127.50                |
| 1995 | 78.0           | \$135.00                |
| 1996 | 78.4           | \$145.91                |

Source: PKF Consulting

represented a total of 3,472,838 room sale nights and over \$506 million in gross revenue from hotel occupancy, also both record highs for the city.

Last year's figures were only the latest peak in a steadily rising six year trend. During that time, the annual average occupancy rate increased 13 percentage points and the average daily room rate increased more than \$37. (See also Figure 1.)

Occupancy rates have risen each of those years, from a low of 65.4% in 1991 to the current record high of 78.4% in 1996. Average daily room rates have also continued to rise, from a low of \$108.29 in 1992 to the record high of \$145.91 last year.



**Figure 1 - Occupancy and Room Rates in Boston: 1991-1996**



## Comparison with National Average and Other Cities

Boston's recent hotel figures aren't merely the best in the city's history. For the last three years, Boston has ranked, along with New York City and San Francisco, as one of the top three hotel markets among major cities in the country.

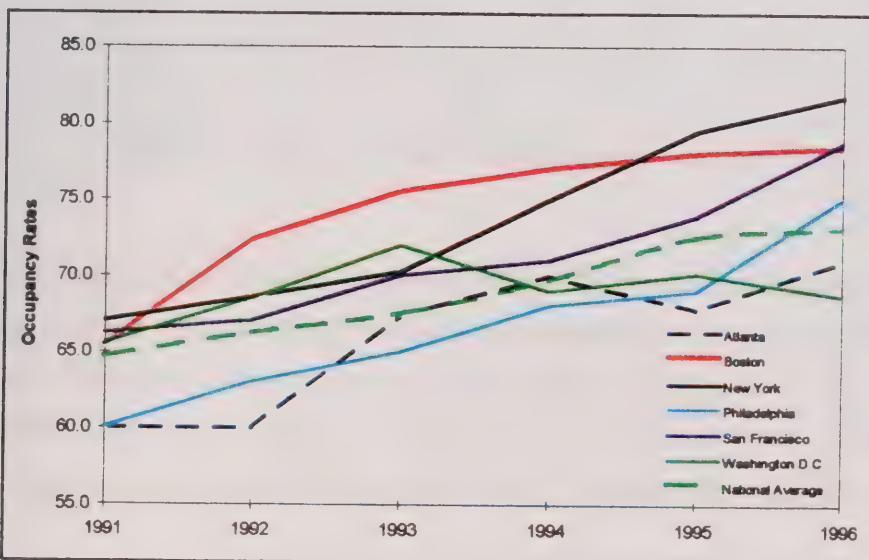
In a survey of selected major cities,

Boston ranked first in average annual occupancy rate in 1992, 1993, and 1994, ranked second only to New York in 1995, and trailed only New York (81.8%) and San Francisco

**Table 3 - Occupancy Rates in Selected Cities: 1991-1996**

|                  | 1991        | 1992        | 1993        | 1994        | 1995        | 1996        |
|------------------|-------------|-------------|-------------|-------------|-------------|-------------|
| Atlanta          | 60.0        | 60.0        | 67.4        | 70.0        | 67.8        | 71.0        |
| <b>Boston</b>    | <b>65.4</b> | <b>72.3</b> | <b>76.5</b> | <b>77.0</b> | <b>78.0</b> | <b>78.4</b> |
| Chicago          | 64.0        | 65.0        | 66.8        | 69.5        | 72.1        | 73.5        |
| Dallas           | 62.0        | 66.0        | 64.3        | 67.9        | 71.6        | 66.5        |
| Houston          | 62.5        | 62.8        | 62.1        | 64.0        | 64.8        | 63.8        |
| Los Angeles      | 63.8        | 63.0        | 61.9        | 66.2        | 67.5        | 71.6        |
| New York         | 67.1        | 68.6        | 70.3        | 75.0        | 79.5        | 81.8        |
| Philadelphia     | 60.0        | 63.0        | 65.0        | 68.0        | 69.0        | 75.0        |
| San Francisco    | 66.2        | 67.0        | 70.0        | 71.0        | 73.9        | 78.7        |
| Washington D.C.  | 65.5        | 68.5        | 72.0        | 69.0        | 70.1        | 68.7        |
| National Average | 64.6        | 66.2        | 67.5        | 69.7        | 72.5        | 73.1        |

Source: PKF Consulting



**Figure 2 - Occupancy Rates in Selected Cities: 1991-1996**

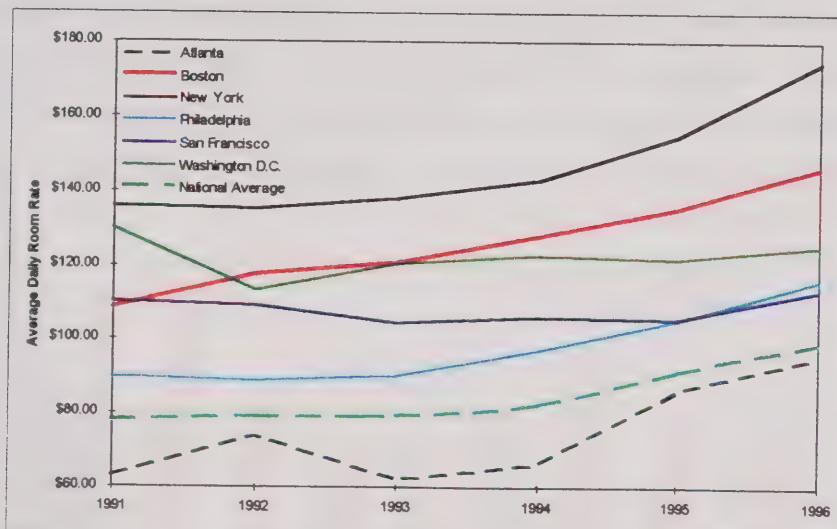
**Table 4 - Average Daily Room Rates In Selected Cities: 1991-1996**

|                  | 1991            | 1992            | 1993            | 1994            | 1995            | 1996            |
|------------------|-----------------|-----------------|-----------------|-----------------|-----------------|-----------------|
| Atlanta          | \$63.00         | \$74.00         | \$61.97         | \$66.50         | \$86.17         | \$95.25         |
| <b>Boston</b>    | <b>\$108.29</b> | <b>\$117.57</b> | <b>\$120.36</b> | <b>\$127.50</b> | <b>\$135.00</b> | <b>\$145.91</b> |
| Chicago          | \$81.95         | \$82.00         | \$87.90         | \$90.30         | \$87.14         | \$101.33        |
| Dallas           | \$59.50         | \$61.00         | \$67.53         | \$71.45         | \$77.07         | \$90.50         |
| Houston          | \$64.27         | \$65.75         | \$63.31         | \$64.83         | \$69.93         | \$72.38         |
| Los Angeles      | \$75.70         | \$75.00         | \$78.11         | \$82.00         | \$84.00         | \$89.26         |
| New York         | \$135.66        | \$135.04        | \$137.81        | \$143.00        | \$155.00        | \$174.60        |
| Philadelphia     | \$89.50         | \$88.50         | \$90.00         | \$97.00         | \$104.75        | \$115.75        |
| San Francisco    | \$109.99        | \$109.00        | \$104.25        | \$106.00        | \$105.27        | \$113.15        |
| Washington D.C.  | \$129.53        | \$113.00        | \$120.01        | \$122.42        | \$121.45        | \$125.00        |
| National Average | \$77.90         | \$79.19         | \$79.44         | \$82.30         | \$91.31         | \$99.05         |

Source: PKF Consulting

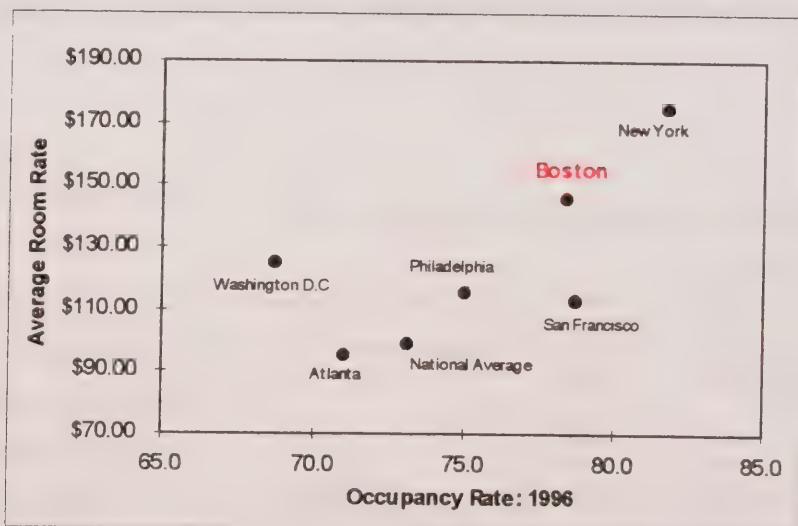


(78.7%) in 1996. (See Table 3 and Figure 2.) Between 1992 and 1996, Boston has trailed only New York in terms of average daily room rates. (See Table 4 and Figure 3.)



**Figure 3 - Average Daily Room Rates in Selected Cities: 1991-1996**

With occupancy and room rates higher than Chicago, Washington DC, Los Angeles, and a host of other cities, Boston's hotel market is clearly one of the strongest in the nation. Boston's ranking at or near the top among major cities in the country when combining last year's occupancy and room rates is shown below, in Figure 4. (The city's high ranking in previous years is shown in similar charts in Appendix A.)

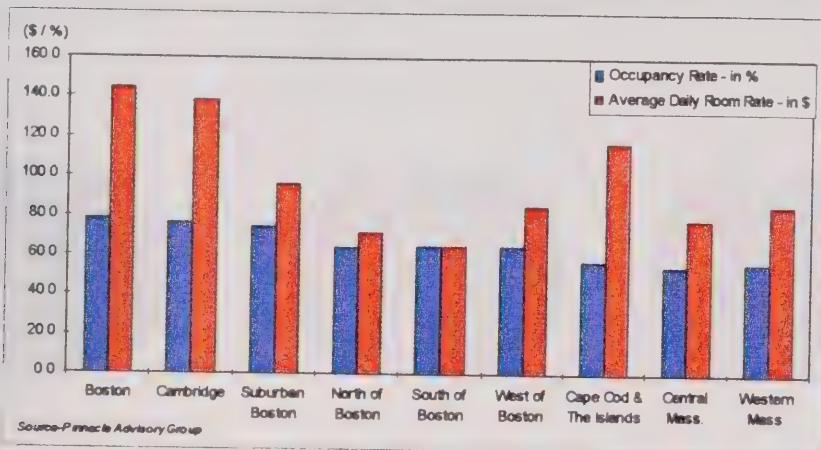


**Figure 4 - Occupancy Rates and Room Rates in Selected Cities: 1996**



## Boston Leads the State and the Region

Just as Boston's hotel market leads cities across the country, Boston leads the hotel market in the Boston metropolitan area and throughout the state of Massachusetts. In 1996, Boston led all other areas of Massachusetts in both occupancy rate and average daily room rate (See Figure 5), and, with the exception of neighboring Cambridge, led by a wide margin. In fact, Boston has helped to make Massachusetts' hotel market one of



*Figure 5 - Occupancy Rates and Room Rates in Massachusetts: 1996*

the strongest of any state in the nation, with a 1996 average annual occupancy rate of 73.1% and an average daily room rate of \$124.81. While six of the nine regions in Massachusetts are below the average occupancy rate and seven of the nine are below the state-wide average daily room rate, Boston's occupancy rate is 7.3% higher and its daily room rate is 15.7% higher than the average, lifting the state-wide averages substantially.

Boston's strong hotel market is responsible for a disproportionate share of the economic benefits that the hotel industry generates in the state, as shown by figures from the U.S. Census Department for 1992, the latest year for which

*Table 5 - Boston's Share of Massachusetts' Hotel Industry: 1992*

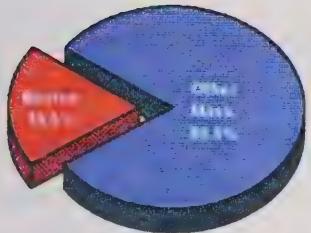
|                       | Boston<br>Mass. | Boston<br>Metro* | Boston City<br>City | Boston City<br>as % Mass. |
|-----------------------|-----------------|------------------|---------------------|---------------------------|
| No. of Establishments | 810             | 273              | 43                  | 5.3%                      |
| No. of Rooms          | 61,957          | 35,799           | 12,070              | 19.5%                     |
| Jobs                  | 29,293          | 19,542           | 8,823               | 30.1%                     |
| Payroll (\$m)         | \$447.3         | \$315.4          | \$173.4             | 38.8%                     |
| Receipts (\$m)        | \$1,506.8       | \$1,060.3        | \$574.8             | 38.1%                     |

Source: US Dept. of Commerce, Bureau of Census; 1992 Census of Service Industries and Boston Redevelopment Authority, Policy Development and Research Department

\* Primary Metropolitan Statistical Area

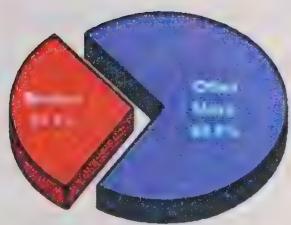
comparative numbers are available. (See Table 5.) In 1992, Boston's 12,070 hotel





**Figure 6 - Hotel Room Stock in Massachusetts**

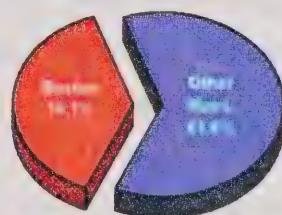
rooms comprised 19.5% of the 61,957 hotel rooms in the state. Yet the 8,823 jobs in Boston hotels made up 30.1% of the state's 29,293 jobs in the hotel industry. The \$173.4 million in payroll from Boston hotels made up 38.8% of the state's total \$447.3 million. The \$574.8 million in total receipts from Boston hotels made up almost 38.1% of the state's total receipts of just over \$1.5 billion. (See figures 6, 7, 8, & 9.)



**Figure 7 - Hotel Jobs in Massachusetts**



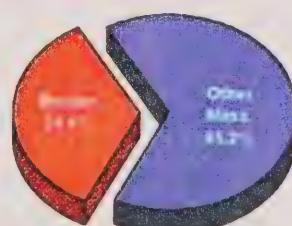
**Figure 8 - Hotel Payroll in Massachusetts**



**Figure 9 - Hotel Receipts in Massachusetts**

More recent 1994 payroll figures reveal that Boston's share of the state hotel industry has only grown. Between 1992 and 1994, the number of jobs in Boston hotels increased by 17% compared to a less than 1% increase in the state, and the payroll of Boston's hotels increased by more than 20% compared to a less than 10% increase for the state. By 1994, Boston hotels generated 10,345 jobs, more than 35% of the state's total of 29,428 jobs, and Boston's hotel payroll of \$208.3 million represented more than 42% of the total state hotel payroll of \$494.8 million.

Even more recent figures show that Boston's strong hotel market translates into tax revenue for the state far beyond the city's share of the state's hotel rooms. In FY97, Boston hotel's accounted for 34.8% of the state's hotel occupancy tax receipts, collecting \$28 million for the state treasury. (See Figure 10.)



**Figure 10 - Hotel Occupancy Tax Receipts in Massachusetts**



## **Economic Impact of Hotel Industry on the City**

Hotels are an important ingredient to a successful city economy, both during construction and once in operation. The average full-service hotel room costs more than \$100,000 to build. While under construction, each hotel room generates more than half a year's employment for the average construction worker.

### **Economic Impact**

- .5 Construction Jobs/room
- .87 Permanent Jobs/room
- \$2,463 annual property taxes/room
- \$1,611 annual hotel/motel taxes/room
- 10,345 Employees
- \$208.3 Million Payroll

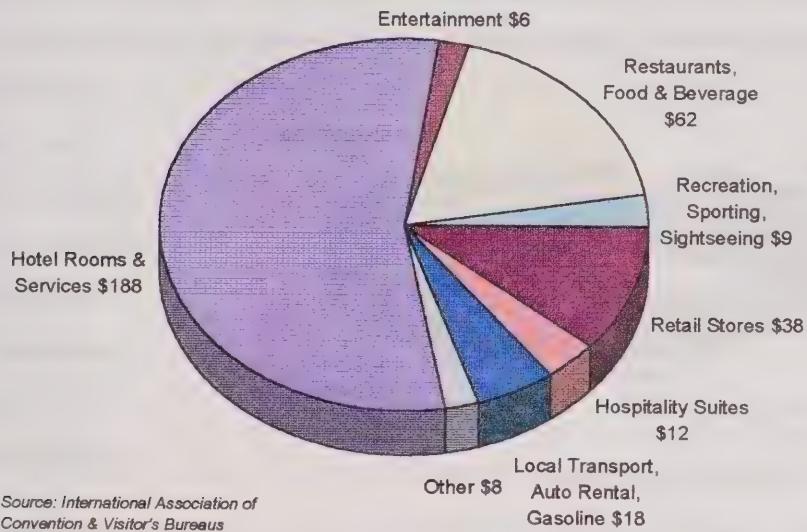
Once completed, the average hotel room in Massachusetts generates another .5 permanent jobs per room. Boston's full service hotels generate even more, an average of .87 permanent jobs per room. These jobs are both full and part-time, and exist at various salary levels. One-quarter of these jobs are classified as "cleaning and building service occupations," and one-third as "food preparation and service occupations." While the majority of these two classes of jobs are not high-paying, they do provide important entry level opportunities for workers. The hotel industry, recognizing the need to retain good employees, is attempting to provide training and career ladders in order to do that. In addition, more than one-fifth of all hotel jobs are in better paying administrative support, administrative, managerial and executive positions. All told, the Boston hotel industry employed 10,345 permanent employees and had a total payroll of \$208.3 million in 1994.

In terms of tax revenue, the average room in Boston generates \$2,463 in annual property taxes and \$1,611 in annual hotel/motel taxes. In FY97, hotels paid \$28,833,059 in property taxes and the city received another \$19,670,581 in hotel/motel room occupancy taxes.

In addition to the on-site economic spending generated by the industry, hotels generate additional outside economic spending through their guests. According to a survey by the International Association of Convention and Visitors Bureaus, the average convention delegate expenditure per day for Boston is \$341.66. While the largest share of this spending (\$188 per day) went toward rooms and hotel services, food and beverage establishments received \$62 per day; retail stores, \$38 per day; transportation and car rentals \$18 per day; and sightseeing, recreation and



entertainment, \$15 per day. (See Figure 10.) Convention goers represent one-third of hotel guests and their spending may be somewhat higher than others. But it is clear that hotels generate significant spending in the local economy in addition to that which takes place inside the hotels themselves.



**Figure 11 - Convention Delegate Spending**

All of this economic activity is particularly valuable because hotels are what are known as an “export industry.” That is, the spending it generates is attracted from outside the region. Consequently, this spending is *added to*, not *siphoned from*, other sectors of the local economy, in turn generating business and jobs that would not occur otherwise.

### ***Non-Economic Impact of Hotel Industry on the City***

The hotel industry makes other, non-economic contributions to the city and the local region as well. Hotels serve the needs of local businesses, health care and academic institutions, and others in the area by accommodating the constant flow of associates, clients, and visitors they generate and depend on. Hotels also contribute to a city from an urban design point of view. They add to the vibrancy and street life, weave together the fabric of a city, and define and stretch the borders of the downtown.



## CHARACTERISTICS OF BOSTON'S HOTEL INDUSTRY

### Who Stays in Boston and Boston Area Hotels

Last year, the Boston area attracted 10.6 million visitors - a 17% increase in the last 5 years (See Figure 11), according to the Greater Boston Convention and Visitor's Bureau. As shown in Figure 12, four main groups support Boston's hotel industry: business travelers; convention and meeting attendees; tourists; and tour groups/airline contracts.

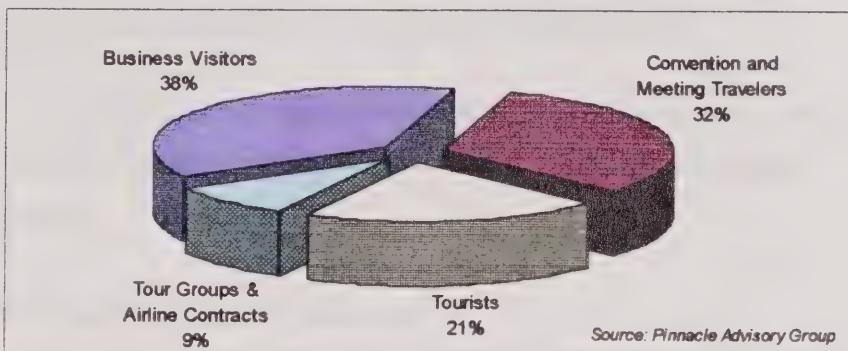


Figure 12 - Breakdown of Hotel Users

The strong regional and national economy is one reason for the strength of Boston's hotel market, since it has helped spark the tremendous growth in business and financial services and technology companies, for which the Boston area is now famous. The 38% of hotel users in the city who are business travelers are especially drawn to downtown hotels because, for them, convenience is more of a priority than cost.

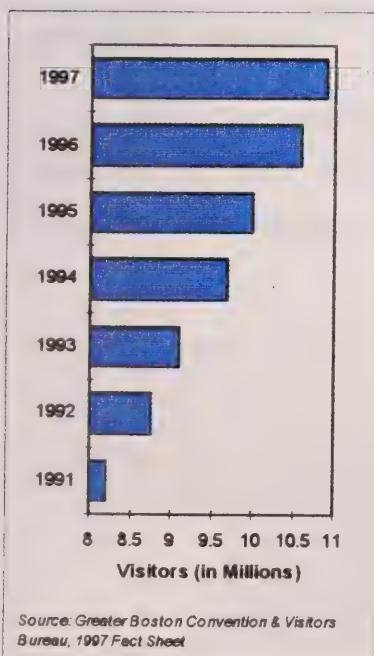


Figure 13 - Visitors to Greater Boston, 1991-1997

Another reason for the strength of the hotel market is the growth in convention activity in Boston. Conventions held in Boston consistently record a higher attendance than when they are held elsewhere. Convention and meeting travelers account for 32% of hotel stays. These visitors also prefer to stay in downtown hotels, as close as possible to convention facilities and entertainment and dining establishments.



Conventions are very important to the hotel industry and can account for 500 to 4,500 rooms at a time. Because of their volume and the opportunity they present for hotels to secure sales in advance, convention groups can often negotiate discounts on room rates, even in more expensive downtown hotels.

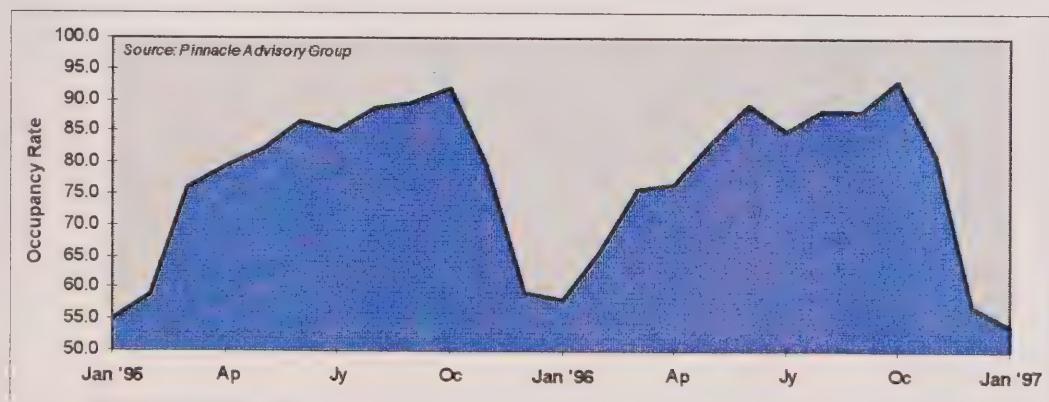
Visitors attracted by Boston's blend of distinct seasons, historic sites, arts venues, and entertainment events and activities are a third reason for the strength of its hotel market. Tourist travelers make up another 21% of Boston's hotel market.

The final segment of Boston's hotel market is made up of tour groups and airline contract business. Last year 9% of Boston's hotel guests came from those two groups, in approximately equal numbers.

### ***When Boston Hotels Rooms Are Most in Demand***

The different constituencies that make up Boston's hotel market maintain different schedules. Business visitors generally travel only in midweek, tourists on weekends. Guests vary by season as well. Business visitors travel most of the year, but less during holidays and somewhat less during the summer. Tourists' schedules are just the opposite.

December, January, February and March are the slowest months for hotel business in Boston. April, May and November are the "shoulder months" of mid-level demand. June through October, a period that includes the end of one school year,



**Figure 14 - Seasonal Occupancy Rates in Boston**



summer vacation, the beginning of another school year, and the fall foliage season, are the strongest months for the hotel industry. The seasonal occupancy rates are shown in Figure 14.

One of the reasons why conventions are so important to the hotel industry is because they provide a year-round demand that supplements the alternate demands of business and tourist visitors. Hotels also welcome convention business because it provides a predictable occupancy and allows rooms to be committed well in advance. Despite these benefits, hotels are reluctant to commit too high a portion of their rooms for conventions, preferring to maintain a balance among all of their constituencies.



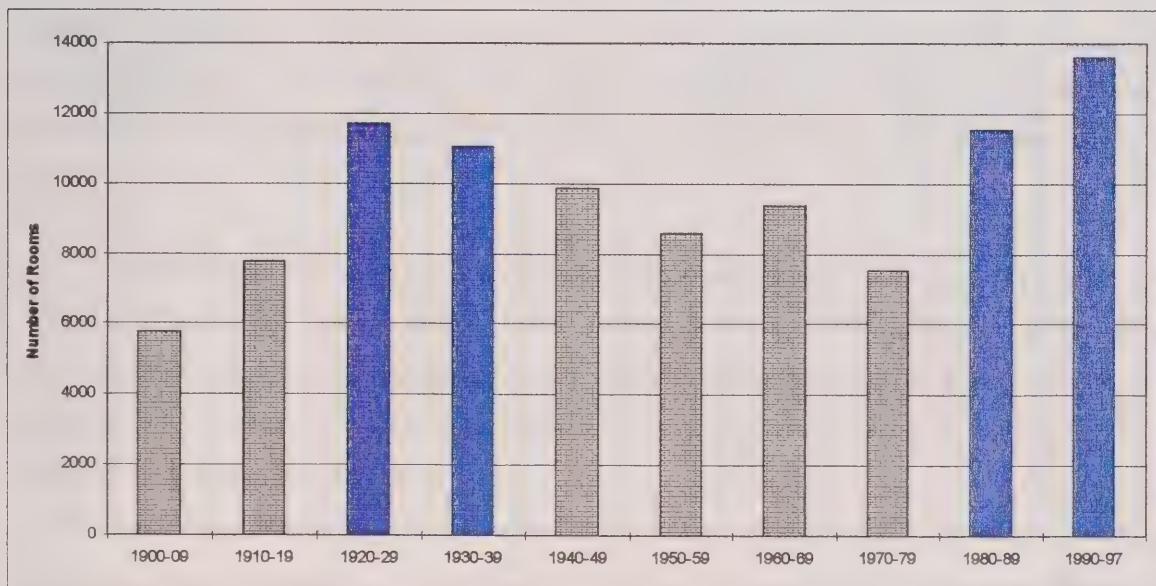
## HISTORY OF HOTEL INDUSTRY IN BOSTON

Since 1829, when the original Tremont House, one of the pioneer first-class hotels in the nation, opened on the corner of Tremont and Beacon Streets, Boston has supported a strong hotel industry. Although today's hotel market may be the strongest in the city's history, it is only the latest in a series of "hotel booms" that have taken place during the 20<sup>th</sup> century.

As noted earlier, Boston's current inventory of 12,643 hotel rooms (again, 12,220 in hotels with more than 50 rooms) is the largest in the city's history. (See Table 6.) But the city has had over 10,000 hotel rooms in three previous decades: first in the 1920s and 1930s, and again in the 1980s. (See Figure 15.) It is no coincidence that these periods were also marked by a strong overall prosperity in the city's economy.

**Table 6 - Hotel Room Stock in Boston**

|  |               |
|--|---------------|
| Major Hotels<br>(Over 50 Rooms)              | 12,220        |
| Hotels and Other Lodging<br>(Under 50 Rooms) | 423           |
| <b>Total Hotel Rooms</b>                     | <b>12,643</b> |

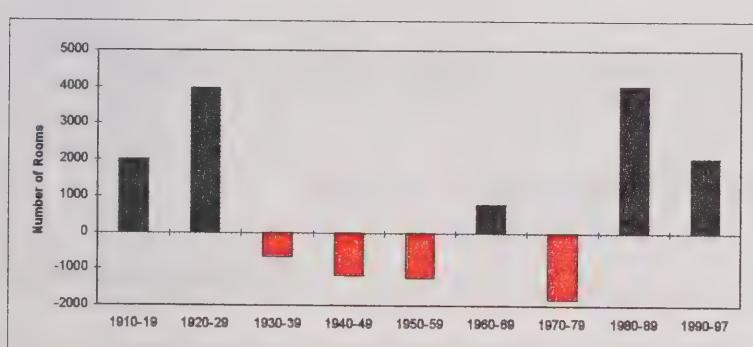


**Figure 15 - Number of Hotel Rooms by Decade**

Just as the periods of hotel prosperity have paralleled that of prosperity in the city's general economy, so have the downward cycles occurred in both at the same times. For example, Boston took longer to recover from the Great Depression of the



1930s and the war years of the 1940s than other parts of the country, and during that time the number of hotel rooms in the city declined sharply. Over the course of an even longer period, from the 1930s to the 1970s, there was actually a net loss of 4,201 hotel rooms in the city. It wasn't until the previously unprecedented prosperity in the city during the 1980s that the Boston hotel industry returned to the size that it had achieved sixty years earlier.

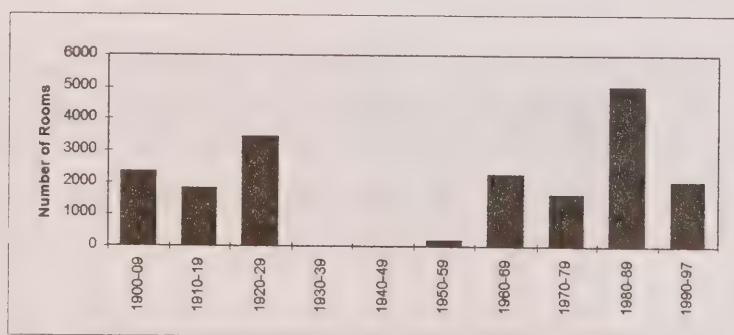


*Figure 16 - Net Change in Hotel Room Stock by Decade*

In terms of hotel construction, Boston's first hotel boom during the last hundred years began at the turn of the century. Between 1895 and 1912, 7,022 hotel rooms were built in the city. The second growth spurt took place between 1927

and 1929, when 3,100 hotel rooms were constructed. Between 1930 and 1955 there were no new hotels constructed in the city. A third took place in the 1960s, when 2,250 hotel rooms were built in Boston. The most recent hotel construction boom took place between 1982 and 1985, when 3,981 hotel rooms came on line. (See Figures 16, 17 & 18.)

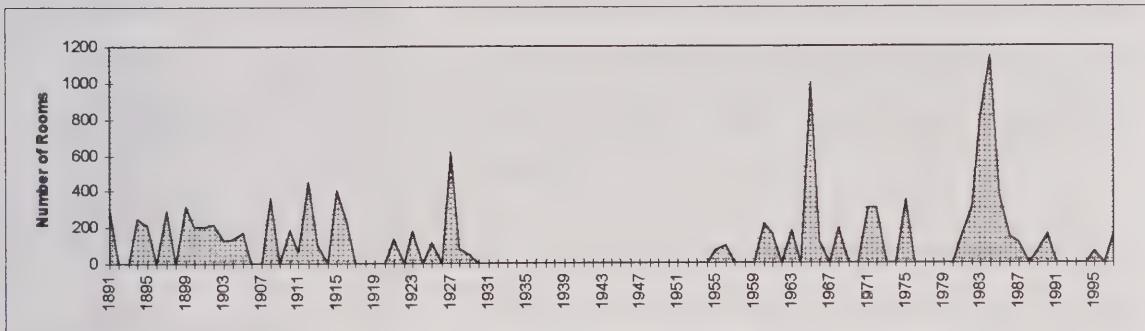
These spurts in hotel construction have followed or anticipated construction bursts in other areas. For example, hotel construction after 1900 followed the opening of Symphony Hall (1900), Horticultural Hall (1900), the Museum of Fine Arts (1909), and Fenway Park (1912). The construction of hotel rooms in the 1930s followed construction of Boston Arena in 1921 and Boston Garden in 1928. The 1,000 room Sheraton Boston was built in 1965, the same year as the Hynes Convention Center. Hotel construction in the 1980s accompanied the



*Figure 17 - Number of Rooms Built, by Decade*



billion dollars a year in private development, the nearly 3 million sq. ft. in institutional growth, the 13 million sq. ft. growth in office space, and the expansion of Hynes Convention Center that all took place during the middle part of that decade.



**Figure 18 - Average Number of Rooms Built by Year**

## Size and Location

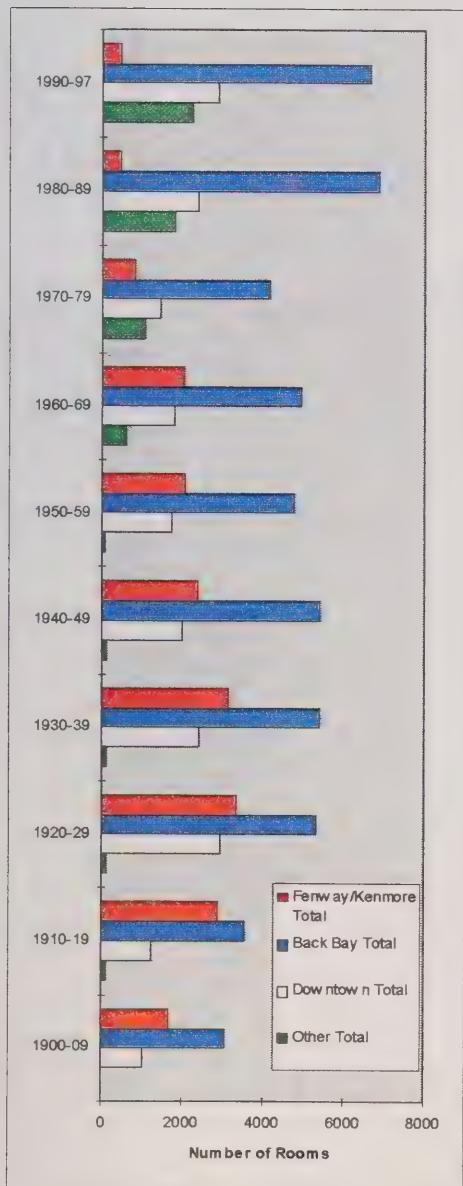
In addition to changes in the hotel room inventory in Boston, there has been a change in the number and size of the city's hotels, with much larger hotels replacing smaller ones. In 1900, there were 100 hotels in the city (only three of which, the Parker House, the Copley Square, and the Lenox, are still in operation today). But the one hundred hotels totaled only 2,000 rooms. Today, the 40 major hotels operating in the city total over 12,220 rooms. (Once more, the 400+ rooms in smaller hotels and lodging houses of under 50 rooms bring the total number of hotel rooms up to 12,643.)

Over the last 100 years, the location of Boston's hotels has changed as well, due to changes in the economy, hotel use, neighborhood character and urban planning decisions. In the early part of this century the Fenway/Kenmore area was a strong center of Boston's hotel industry with 2,875 rooms or 37% of the total in the city in the 1910s. This area's hotel room stock peaked in the 1920s with 3,345 rooms. Since that

**Table 7 - Hotel Room Stock per District, by Decade  
With Percent of Total Stock for the Decade**

| District             | 1900-09 | 1910-19 | 1920-29 | 1930-39 | 1940-49 | 1950-59 | 1960-69 | 1970-79 | 1980-89 | 1990-97 |
|----------------------|---------|---------|---------|---------|---------|---------|---------|---------|---------|---------|
| Back Bay Total       | 3,060   | 3,550   | 5,331   | 5,421   | 5,394   | 4,749   | 4,932   | 4,175   | 6,923   | 6,655   |
| Back Bay % of Stock  | 53.1%   | 45.7%   | 45.5%   | 49.0%   | 54.6%   | 55.2%   | 52.6%   | 55.5%   | 60.0%   | 54.5%   |
| Downtown Total       | 1,028   | 1,248   | 2,958   | 2,433   | 1,986   | 1,726   | 1,825   | 1,489   | 2,398   | 2,875   |
| Downtown % of Stock  | 17.9%   | 16.1%   | 25.2%   | 22.0%   | 20.1%   | 20.0%   | 19.5%   | 19.5%   | 20.8%   | 23.5%   |
| Fenway/Kenmore Total | 1,670   | 2,875   | 3,345   | 3,125   | 2,398   | 2,062   | 2,021   | 802     | 472     | 465     |
| Fen/Ken % of Stock   | 29.0%   | 37.0%   | 28.5%   | 28.2%   | 24.3%   | 24.0%   | 21.5%   | 10.7%   | 4.1%    | 3.8%    |
| Other Total          | 0       | 94      | 94      | 94      | 94      | 72      | 602     | 1,081   | 1,745   | 2,225   |
| Other % of Stock     | 0.0%    | 1.2%    | 0.8%    | 0.8%    | 1.0%    | 0.8%    | 6.4%    | 14.4%   | 15.1%   | 18.2%   |
| Grand Total          | 5,758   | 7,787   | 11,728  | 11,073  | 9,872   | 8,609   | 9,380   | 7,527   | 11,538  | 12,220  |
|                      | 100.0%  | 100.0%  | 100.0%  | 100.0%  | 100.0%  | 100.0%  | 100.0%  | 100.0%  | 100.0%  | 100.0%  |





time, with the closing of hotels like the Kenmore, Somerset, Braemore, and the Charlesgate, the number of hotel rooms in Fenway/Kenmore has dropped over the years to only 465 rooms so that today the area is home to only a 3.8% share of the city's hotel room stock. (See Figure 19 and Table 7.)

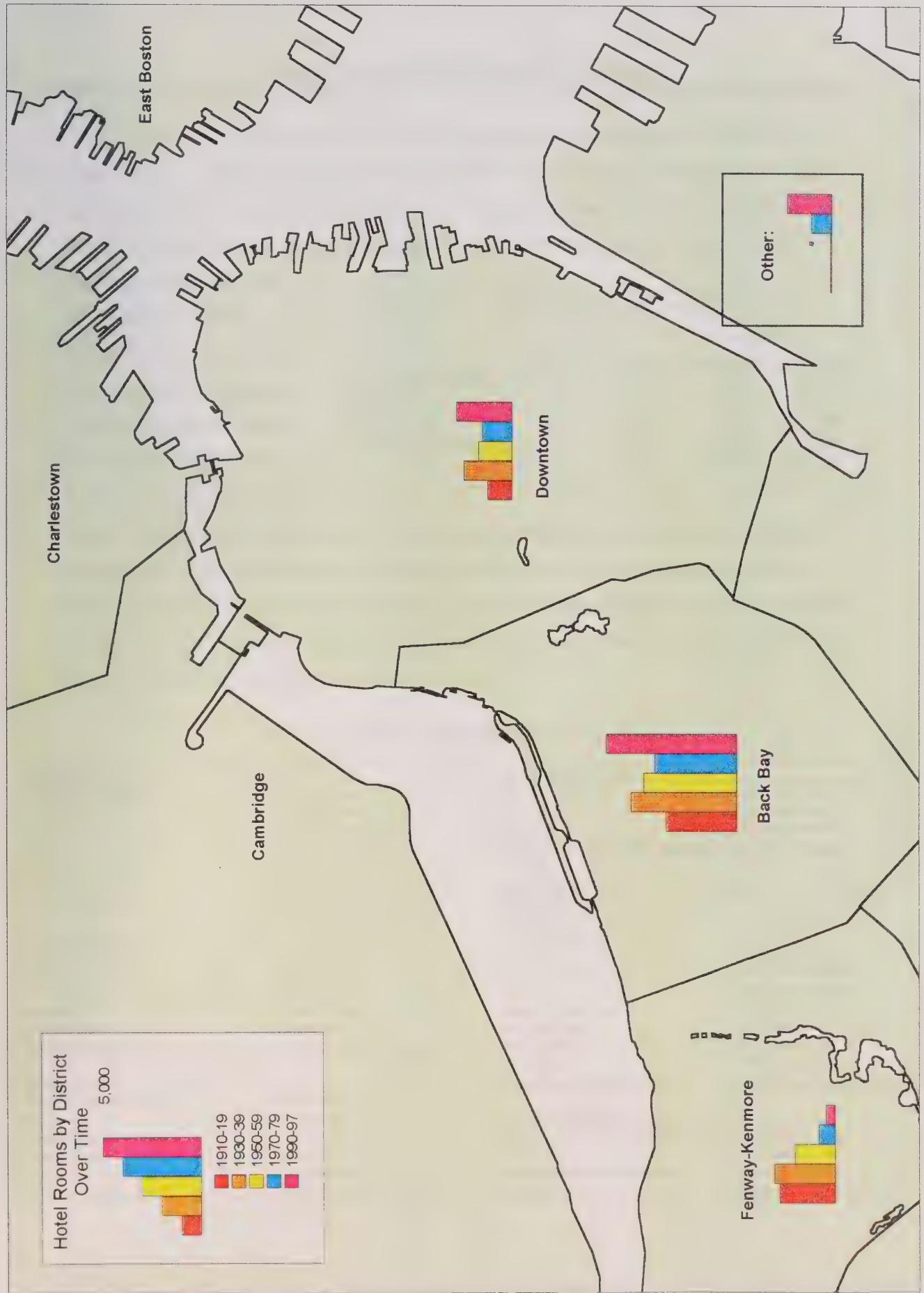
During that same period, the number of hotel rooms Downtown has increased from 1,248 to 2,875, rising from 16.1% of the city's total to 23.5%, and the number of hotel rooms outside of the heart of the city (that is, areas outside of Back Bay, Downtown, and Fenway/Kenmore) has increased from 94 rooms in the 1910s (a 1.2% share) to 2,225 rooms (a 18.2% share) today.

Throughout the century, the Back Bay has continued to be the heart of the hotel industry in Boston. The number of hotel rooms in the area has almost doubled, from 3,550 in the 1910s to 6,655 in the 1990s, and the Back Bay's share of the city's hotel rooms has risen from 45.7% in the 1910s to 54.5% today.

**Figure 19 - Hotel room Stock per District by Decade**



## Boston Hotel Room Distribution by District over Time





## BOSTON'S HOTEL INDUSTRY TODAY

Today 12,220 of Boston's 12,643 hotel rooms are contained in the city's 40 major hotels. They range in age from the historic Omni/Parker House (built in 1855) and the Copley Square (built in 1895) to the newest hotels in the city, the Boston Harbor Hotel on Rowes Wharf (which opened in 1987), the Airport Hyatt (1990), Daystop (1990) and the Shawmut Inn (1995).

These hotels range in size from the larger hotels that cater to convention goers, like the Sheraton-Boston (1,187), the Marriott-Copley

Place (1,145), and the Park Plaza (960 rooms) to the smaller hotels like the Meridien (330 rooms) and the Bostonian (155 rooms) that appeal more to business guests.

Boston's hotels today stretch from along the Charles River in Allston, through Kenmore Square and the Back Bay to Downtown, then across the harbor to Logan Airport in East Boston. (See Tables 8, 9, 10, & 11.)

**Table 8 - Hotel & Room Totals**

|                      | Number of<br>Hotels | Number of<br>Hotel Rooms | % of Total | % of Total |
|----------------------|---------------------|--------------------------|------------|------------|
| Back Bay/Beacon Hill | 15                  | 37.5%                    | 6,655      | 54.5%      |
| Downtown             | 10                  | 25.0%                    | 2,875      | 23.5%      |
| Other Boston         | 11                  | 27.5%                    | 2,225      | 18.2%      |
| Fenway/Kenmore       | 4                   | 10.0%                    | 465        | 3.8%       |
|                      | 40                  | 100.0%                   | 12,220     | 100.0%     |

**Table 9 - Current Hotel Stock, Ordered by District**

**Back Bay Hotels**

|                           |                      |
|---------------------------|----------------------|
| 57 Park Plaza-Radisson    | 200 Stuart Street    |
| Chandler Inn              | 26 Chandler Street   |
| Colonnade                 | 120 Huntington Ave   |
| Copley Plaza              | 138 St. James Avenue |
| Copley Square             | 47 Huntington Avenue |
| Four Seasons Hotel        | 200 Boylston Street  |
| Hilton Back Bay           | Dalton & Belvidere   |
| Lenox                     | 710 Boylston Street  |
| Marriott-Copley Place     | 110 Huntington Ave   |
| Midtown Motor Inn         | 220 Huntington Ave   |
| Milner Hotel              | 76 Charles Street    |
| Park Plaza/Statler-Hilton | 64 Arlington Street  |
| Ritz-Carlton              | 15 Arlington Street  |
| Sheraton-Boston           | 39 Dalton Street     |
| Westin Hotel-Copley Place | 10 Huntington Ave    |

**Downtown Hotels**

|                           |                       |
|---------------------------|-----------------------|
| Boston Harbor/Rowes Wharf | 70 Rowes Wharf        |
| Bostonian                 | North & Blackstone St |
| Custom House (Time Share) | Custom House St       |
| Holiday Inn Select        | 5 Blossom St          |
| Le Meridien               | 250 Franklin Street   |
| Marriott Long Wharf       | 196 State Street      |

**Downtown Hotels (cont.)**

|  |                       |
|--|-----------------------|
| Omni-Parker House                        | 60 School Street      |
| Shawmut Inn                              | 280 Friend Street     |
| Swissotel                                | 1 Avenue de Lafayette |
| Tremont House(Bradford Elks-Quality Inn) | 275 Tremont Street    |

**Other Boston Hotels**

|                                   |                           |
|-----------------------------------|---------------------------|
| Airport Holiday Inn (Ramada)      | 225 McClellan Hwy         |
| Airport Hyatt & Conference Center | 101 Harborside Drive      |
| Airport Ramada (Hilton)           | Logan Airport             |
| Children's Inn                    | 342 Longwood Ave          |
| Days Inn - Brighton               | 1234 Soldiers Field Rd    |
| Daystop                           | 1800 Soldier's Field Road |
| DoubleTree Guest Suites           | 400 Soldiers Field Rd     |
| South Bay Hotel                   | 5 Howard Johnson Plaza    |
| Susse Chalet I                    | 900 Morrissey Blvd        |
| Susse Chalet II                   | 800 Morrissey Blvd        |
| Terrace Motor Lodge-Best Western  | 1650 Commonwealth Avenue  |

**Fenway/Kenmore Hotels**

|                                  |                      |
|----------------------------------|----------------------|
| Howard Johnson's Fenway/Boylston | 1271 Boylston Street |
| Eliot                            | 370 Commonwealth Ave |
| Howard Johnson's Kenmore Square  | 575 Commonwealth     |
| Buckminster, The                 | 645 Beacon Street    |



**Table 10 - Current Hotel Stock, Ranked by Number of Rooms**

| <b>Hotel Name (Formerly)</b>             | <b>Address</b>              | <b>Constructed</b> | <b>Number of Rooms</b> |
|--|-----------------------------|--------------------|------------------------|
| Sheraton-Boston                          | 39 Dalton Street            | 1965               | 1,187                  |
| Marriott-Copley Place                    | 110 Huntington Ave          | 1984               | 1,147                  |
| Park Plaza/Statler-Hilton                | 64 Arlington Street         | 1927               | 960                    |
| Westin Hotel-Copley Place                | 10 Huntington Ave           | 1983               | 804                    |
| Omni-Parker House                        | 60 School Street            | 1854               | 535                    |
| Airport Ramada (Hilton)                  | Logan Airport               | 1960               | 520                    |
| Swissotel                                | 1 Avenue de Lafayette       | 1985               | 500                    |
| Marriott Long Wharf                      | 196 State Street            | 1982               | 400                    |
| Copley Plaza                             | 138 St. James Avenue        | 1912               | 372                    |
| 57 Park Plaza-Radisson                   | 200 Stuart Street           | 1972               | 354                    |
| Airport Holiday Inn (Ramada)             | 225 McClellan Hwy           | 1972               | 351                    |
| Hilton Back Bay                          | Dalton & Belvidere          | 1982               | 335                    |
| Le Meridien                              | 250 Franklin Street         | 1981               | 326                    |
| DoubleTree Guest Suites                  | 400 Soldiers Field Rd       | 1985               | 310                    |
| Holiday Inn Select                       | 5 Blossom St                | 1968               | 300                    |
| Four Seasons Hotel                       | 200 Boylston Street         | 1985               | 288                    |
| Colonnade                                | 120 Huntington Ave          | 1971               | 288                    |
| Tremont House(Bradford Elks-Quality Inn) | 275 Tremont Street          | 1927               | 281                    |
| Ritz-Carlton                             | 15 Arlington Street         | 1927               | 278                    |
| Airport Hyatt & Conference Center        | 101 Harborside Drive        | 1990               | 270                    |
| Boson Harbor/Rowes Wharf                 | 70 Rowes Wharf              | 1987               | 230                    |
| Lenox                                    | 710 Boylston Street         | 1900               | 220                    |
| Howard Johnson's Kenmore Square          | 575 Commonwealth            | 1963               | 178                    |
| Susse Chalet I                           | 900 Morrissey Blvd          | 1986               | 177                    |
| Midtown Motor Inn                        | 220 Huntington Ave          | 1961               | 159                    |
| Bostonian                                | North & Blackstone St       | 1982               | 153                    |
| Children's Inn                           | 342 Longwood Ave            | 1968               | 152                    |
| Copley Square                            | 47 Huntington Avenue        | 1895               | 143                    |
| Days Inn - Brighton                      | 1234 Soldiers Field Rd      | 1966               | 113                    |
| Susse Chalet II                          | 800 Morrissey Blvd          | 1986               | 106                    |
| Buckminster, The                         | 645 Beacon Street           | 1903               | 102                    |
| South Bay Hotel                          | 5 Howard Johnson Plaza      | 1960               | 100                    |
| Howard Johnson's Fenway/Boylston         | 1271 Boylston Street        | 1956               | 94                     |
| Eliot                                    | 370 Commonwealth Ave        | 1925               | 91                     |
| Custom House (Time Share)                | Custom House St             | 1997               | 84                     |
| Terrace Motor Lodge-Best Western         | 1650 Commonwealth Avenue    | 1955               | 72                     |
| Shawmut Inn                              | 280 Friend Street           | 1995               | 66                     |
| Milner Hotel                             | 76 Charles Street           | 1989               | 64                     |
| Chandler Inn                             | 26 Chandler Street          | 1981               | 56                     |
| Daystop                                  | 1800 Soldier's Field Road   | 1990               | 54                     |
| <b>Total For All Major Hotels</b>        | <b>Hotels Over 50 Rooms</b> | <b>-</b>           | <b>12,220</b>          |
| Hotels and other Lodging under 50 rooms  |                             |                    | 423                    |
| <b>Grand Total</b>                       |                             |                    | <b>12,643</b>          |



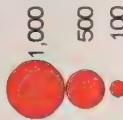
**Table 11 - Current Hotel Stock, Listed Alphabetically**

| <b>Hotel Name (Formerly)</b>             | <b>Address</b>              | <b>Constructed</b> | <b>Number of Rooms</b> |
|--|-----------------------------|--------------------|------------------------|
| 57 Park Plaza-Radisson                   | 200 Stuart Street           | 1972               | 354                    |
| Airport Holiday Inn (Ramada)             | 225 McClellan Hwy           | 1972               | 351                    |
| Airport Hyatt & Conference Center        | 101 Harborside Drive        | 1990               | 270                    |
| Airport Ramada (Hilton)                  | Logan Airport               | 1960               | 520                    |
| Boston Harbor/Rowes Wharf                | 70 Rowes Wharf              | 1987               | 230                    |
| Bostonian                                | North & Blackstone St       | 1982               | 153                    |
| Buckminster, The                         | 645 Beacon Street           | 1903               | 102                    |
| Chandler Inn                             | 26 Chandler Street          | 1981               | 56                     |
| Children's Inn                           | 342 Longwood Ave            | 1968               | 152                    |
| Colonnade                                | 120 Huntington Ave          | 1971               | 288                    |
| Copley Plaza                             | 138 St. James Avenue        | 1912               | 372                    |
| Copley Square                            | 47 Huntington Avenue        | 1895               | 143                    |
| Custom House (Time Share)                | Custom House St             | 1997               | 84                     |
| Days Inn - Brighton                      | 1234 Soldiers Field Rd      | 1966               | 113                    |
| Daystop                                  | 1800 Soldier's Field Road   | 1990               | 54                     |
| DoubleTree Guest Suites                  | 400 Soldiers Field Rd       | 1985               | 310                    |
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| Westin Hotel-Copley Place                | 10 Huntington Ave           | 1983               | 804                    |
| <b>Total For All Major Hotels</b>        | <b>Hotels Over 50 Rooms</b> | <b>-</b>           | <b>12,220</b>          |
| Hotels and other Lodging under 50 rooms  |                             | -                  | 423                    |
| <b>Grand Total</b>                       |                             |                    | <b>12,643</b>          |

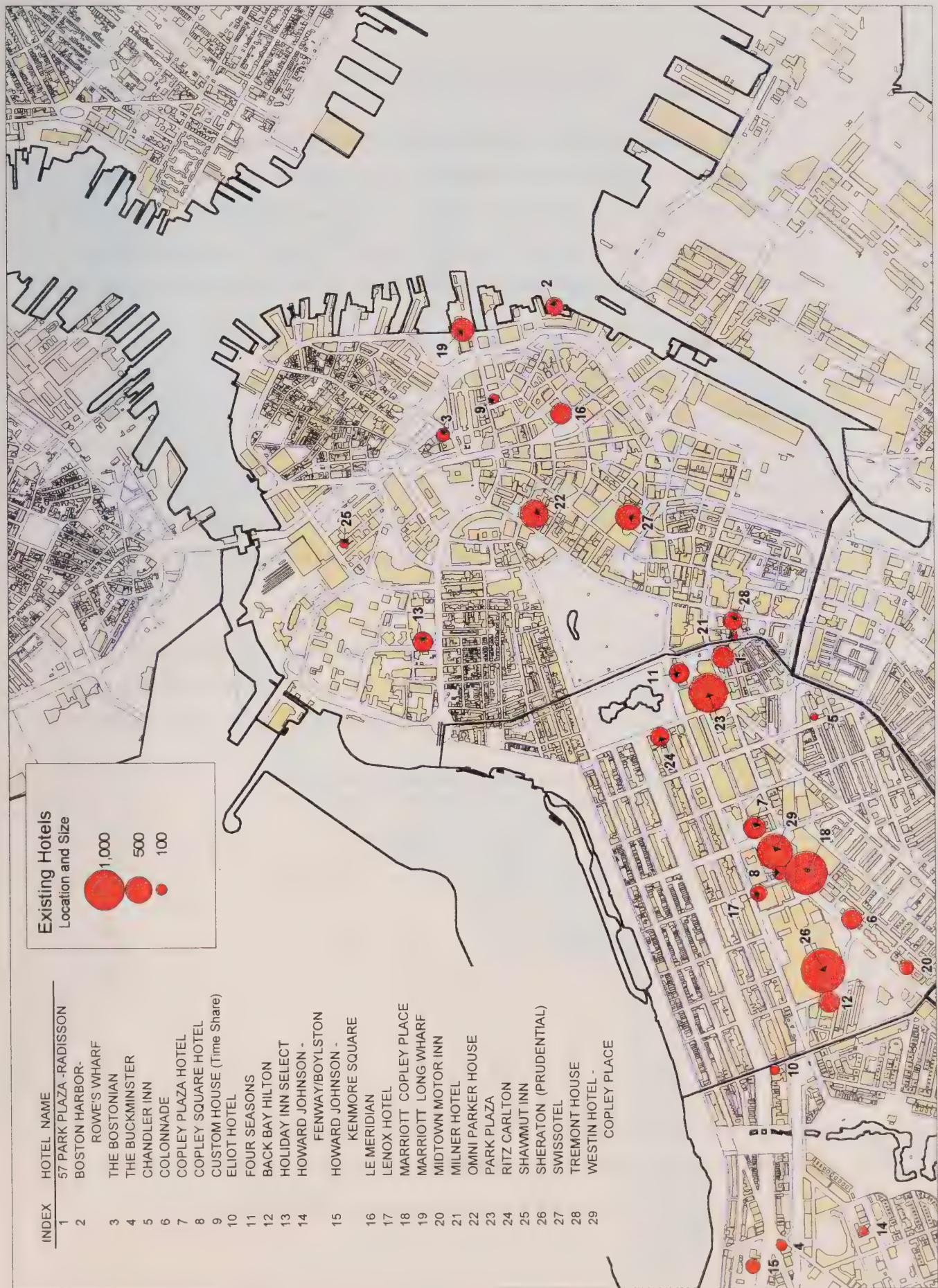


# Existing Hotels in Downtown Boston

## Existing Hotels Location and Size



| INDEX | HOTEL NAME                |
|-------|---------------------------|
| 1     | 57 PARK PLAZA -RADISSON   |
| 2     | BOSTON HARBOR-            |
|       | ROWE'S WHARF              |
| 3     | THE BOSTONIAN             |
| 4     | THE BUCKMINSTER           |
| 5     | COLONNADE                 |
| 6     | CHANDLER INN              |
| 7     | COPLEY PLAZA HOTEL        |
| 8     | COPLEY SQUARE HOTEL       |
| 9     | CUSTOM HOUSE (Time Share) |
| 10    | ELIOT HOTEL               |
| 11    | FOUR SEASONS              |
| 12    | BACK BAY HILTON           |
| 13    | HOLIDAY INN SELECT        |
| 14    | HOWARD JOHNSON -          |
|       | FENWAY/BOYLSTON           |
| 15    | HOWARD JOHNSON -          |
|       | KENMORE SQUARE            |
| 16    | LE MERIDIAN               |
| 17    | LENOX HOTEL               |
| 18    | MARRIOTT COPLEY PLACE     |
| 19    | MARRIOTT LONG WHARF       |
| 20    | MIDTOWN MOTOR INN         |
| 21    | MILNER HOTEL              |
| 22    | OMNI PARKER HOUSE         |
| 23    | PARK PLAZA                |
| 24    | RITZ CARLTON              |
| 25    | SHAWMUT INN               |
| 26    | SHERATON (PRUDENTIAL)     |
| 27    | SWISSOTEL                 |
| 28    | TREMONT HOUSE             |
| 29    | WESTIN HOTEL -            |
|       | COPLEY PLACE              |





## PLANS FOR THE FUTURE

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Boston is currently undergoing the latest and one of the largest hotel construction booms in its history. In a campaign aptly called **2,000 by 2000**, the Boston Redevelopment Authority has set a goal for 2,000 more hotel rooms to be built by the turn of the century. Indeed, 11 hotels totaling 1,936 rooms are already either under construction now or have been approved for construction by the BRA. (See Table 12.)

Hotels under construction include the World Trade Center Hotel (427 rooms), 157 Devonshire Street (170 rooms reserved for "corporate members") and the recycling of the Board of Trade Building (94 corporate suites). (Although the corporate units will not operate as conventional hotels, they will provide essential capacity to important elements of the hotel demand market, freeing up space in conventional hotels for other guests.) The largest of these hotels will be built at Logan Airport, where a 579 room Hilton hotel will replace the existing 520 room Ramada Inn, resulting in a net increase of 59 rooms.

Hotels that have been approved include a 350 room "limited service" hotel in the Batterymarch Building at 89 Broad Street; 212 moderately priced rooms in the Doubletree Club adjacent to the Bayside Exposition Center; a 271 room project on an

*Table 12 - Hotel Development Pipeline as of October 1997*

|           | Name                     | Address                       | District                | Rooms        | Type              | Renov. or<br>New Const. | Begin | Completion |
|-----------|--------------------------|-------------------------------|-------------------------|--------------|-------------------|-------------------------|-------|------------|
| UndConst  | Board of Trade           | Board of Trade Conversion     | 131 State St.           | 94           | corporate suites  | Renov.                  | 1995  | 1997       |
| UndConst  | World Trade Center       | Waterfront                    | S. Boston               | 427          | luxury            | New Const.              | 1995  | 1998       |
| UndConst  | 157 Devonshire           | Compton Bldg. Conversion      | 157-175 Devonshire      | 170          | corporate members | Renov.                  | 1996  | 1998       |
| UndConst  | Harborside Inn           | Granite Mercantile Bldg.      | 185 State St.           | 58           | tourist           | Renov.                  | 1996  | 1997       |
| UndConst  | Hilton expansion         | construction/demolition, net+ | Airport                 | 59           | (579 rooms total) | New Const.              | 1997  | 2000       |
|           | <b>SUBTOTAL</b>          |                               |                         | <b>806</b>   |                   |                         |       |            |
| App. BRA* | 89 Broad St.             | Batterymarch Conversion       | 89 Broad St.            | 350          | limited service   | Renov.                  | 1997  | 1998       |
| App. BRA* | Doubletree Club          | Near Bayside Expo. Center     | Mt. Vernon St.          | 212          | moderate price    | New Const.              | 1997  | 1998       |
| App. BRA* | Hilton Expansion Phase I |                               | Pru                     | 44           | expansion         | New Const.              | 1997  | 1998       |
| App. BRA* | Bostonian addition       | Haymarket Square              | North & Blackstone Sts. | 49           | expansion         |                         | 1997  | 1998       |
| App. BRA* | Piano Row                |                               | 140 - 160 Boylston St.  | 271          |                   | New Const.              |       | 2000       |
| App. BRA* | 90 Tremont               | Dini's Site                   | Central                 | 204          |                   | New Const.              |       | 2000       |
|           | <b>SUBTOTAL</b>          |                               |                         | <b>1,130</b> |                   |                         |       |            |
| Proposed  | 15 Beacon St.            | 15 Beacon Conversion          | 15 Beacon St.           | 55           | limited service   | Renov.                  |       |            |
| Proposed  | Park Hyatt               | Park Square                   | Charles/Stuart          | 200          |                   | New Const.              |       |            |
| Proposed  | City Hall Plaza          |                               | Back Bay                | 350          |                   | New Const.              |       |            |
| Proposed  | Bio Square               |                               | Central                 |              |                   | New Const.              |       |            |
| Proposed  | Pritzker                 |                               | Albany St.              | 240          |                   | New Const.              |       |            |
| Proposed  | Millenium Place          |                               | Fan Pier                | 800          |                   | New Const.              |       |            |
| Proposed  | Fort Point Channel       | former office bldg. site      | Washington Street       | 300          | mixed use project | New Const.              |       |            |
|           | <b>SUBTOTAL</b>          |                               | 303 Congress St.        | 200          |                   | New Const.              |       |            |
|           |                          |                               |                         | <b>2,145</b> |                   |                         |       |            |
|           | <b>TOTAL</b>             |                               |                         | <b>4,081</b> |                   |                         |       |            |

\* App. BRA means final approval by the BRA

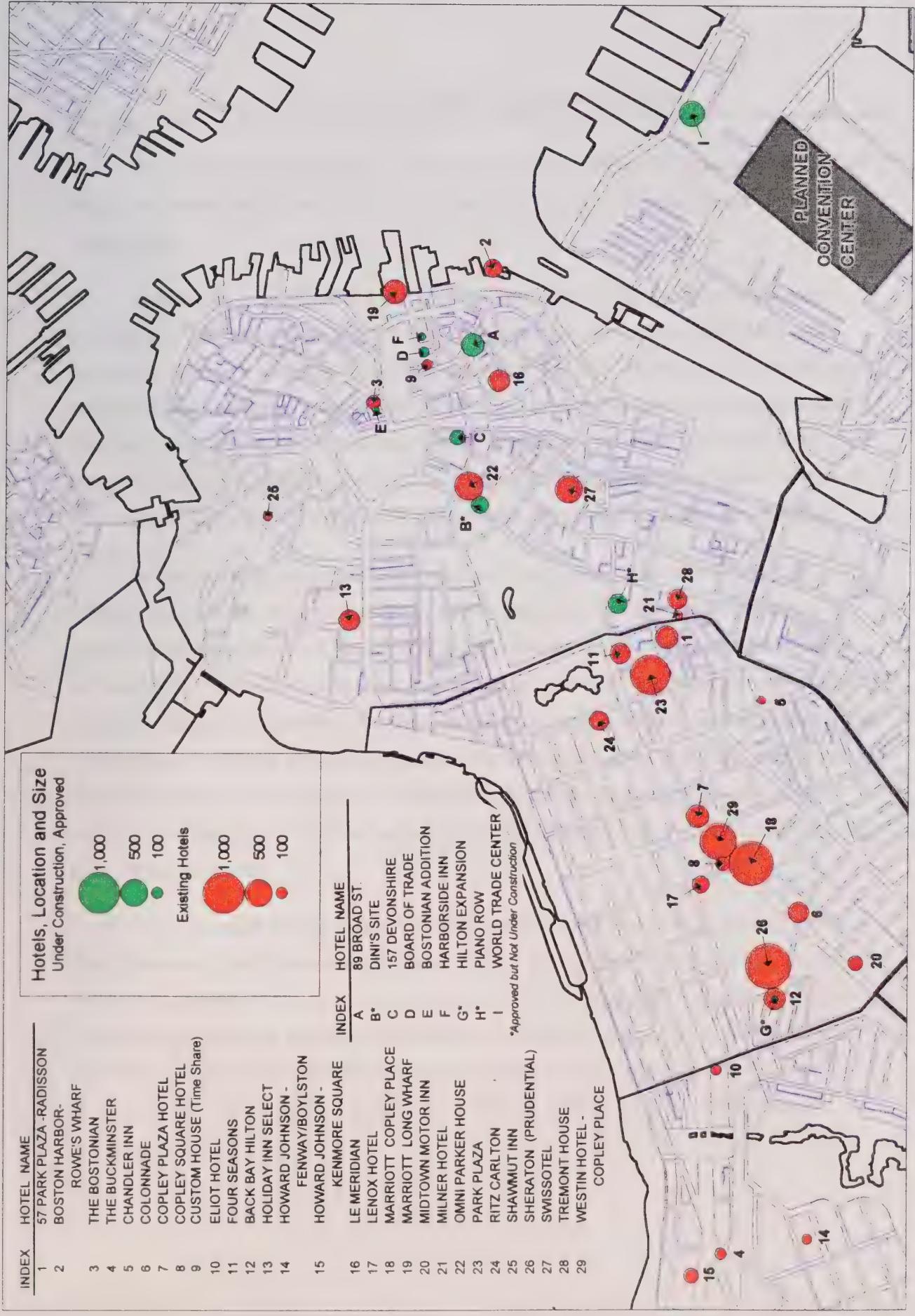


historic block of Boylston Street known as “Piano Row”; 204 rooms at 90 Tremont, site of the former Dini’s Restaurant; and additions or expansions to three existing hotels.

In addition to the 11 hotels in the development pipeline, there are another seven hotels with 2,145 rooms that have been proposed or discussed. Some of these proposals have progressed to the point that they have started through the Boston Redevelopment Authority’s development process and received interim designations and approvals. Others are still on the drawing board. They range from a small “European style” hotel being developed in a former city-owned building at 15 Beacon Street to an 800-room hotel in the Fort Point Channel Area on land owned by the Pritzger Corporation. One project that may have the most significant impact on the city is the proposal by the Millennium Corporation for lower Washington Street. Once completed, the 300 room hotel that is part of a mixed hotel/residential/retail development should help transform Midtown, an area of the city that has awaited revitalization for many years.



# Existing, Under Construction, and Approved Hotels in Downtown Boston





## THE NEED FOR ADDITIONAL GROWTH

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Despite the record number of hotel rooms in the city today, and despite the fact that more hotels are under construction or about to be built, Boston needs still more hotel rooms.

It is obvious that low hotel occupancy rates can signal problems in the hotel industry and the larger economy. In 1991, for example, at the low point of the last recession, Boston's average occupancy rate fell to 65.4%. Hotel business profits were impacted and hotel employment was cut back. U.S. Census Bureau figures indicate the loss of 1,140 jobs (or 11% Boston's hotel workforce) between 1990 and 1992. When occupancy rates rose in 1993, all of these jobs grew back and economic growth has continued since then in terms of visitors, occupancy rates, and employment.

What is not so obvious is that hotel occupancy rates can also be too high. While it would seem that an occupancy rate of anything less than 100% implies a *surplus* - not a *shortage* - of rooms, this is not really the case. Hotel occupancy rates are averages. For example, even though a single room may be occupied every night of the week, except for Mondays, throughout the year, the average annual occupancy rate for that room would be only be 86%, since it is empty one night in seven. In one sense, Boston's current record high annual average occupancy rate is a good sign for the industry and the city. In another sense, it is a warning, because it means that business is being turned away.

As discussed earlier, Boston's 1996 record annual occupancy rate of 78.4% (and the even higher seasonally adjusted annual rate of 80.2% for the first six months of 1997) was achieved in what is a seasonal industry. (See Figure 20.) That means that January's monthly average rate of below 60% is being more than offset by monthly rates that exceed 90% - and actually reach 100% on many nights during the busy season when every available hotel room in the city is filled from Tuesday through Sunday.



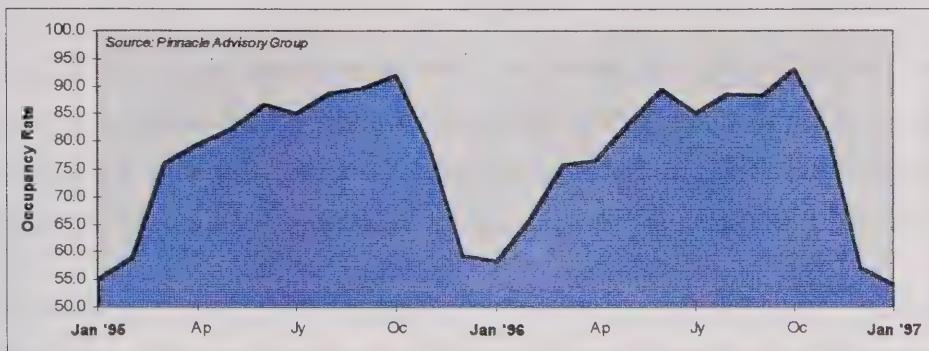


Figure 20 - Seasonal Occupancy Rates in Boston

It is at this point, when the supply of hotel rooms is being outpaced by demand, that the hotel industry reaches what is called "maximum practical occupancy." This maximum practical occupancy rate varies from city to city, depending on the seasonal nature of the particular market. Industry experts set the maximum practical occupancy rate for Boston hotels at approximately 77%.

As shown in Figure 21, while the *occupancy rate* in Boston has increased in each of the last six years, the *rate of increase* was highest between 1991 and 1993 when it rose from 67.6% to 75%. Since then, Boston's annual average hotel occupancy rate has leveled off considerably. The flattening of the occupancy rate in Boston, however, resulted not from a leveling off of *demand* for hotel rooms, but because the *supply* of rooms could not meet the continuing increase in demand.

At and above this maximum practical occupancy level, growth slows far below its potential as new business is lost. This loss of business affects not only the hotel industry itself, but the entire hospitality cluster (restaurants, entertainment, and others) which is a major source of employment and tax revenue in the Boston economy.

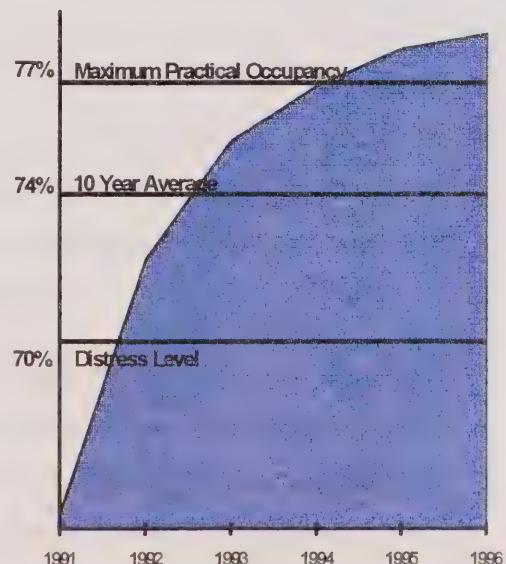


Figure 21 - Boston Occupancy Rates: 1991-1996



To reach a proper balance, there should be enough hotel rooms to accommodate existing business as well as new guests during busy periods, and sufficient demand to fill enough rooms during slack periods so that hotel operators receive adequate revenues. Such a balance best serves the city's hotel industry, its workforce, and its general economy by addressing both ends of that spectrum.

After analyzing all of the available information, this report sets a target occupancy rate for Boston hotels at 74% to attain such a balance. At this level, Boston's hotel industry can weather a minor economic downturn without falling below the distress level, and guests can find rooms available even if visitor growth continues during a period of lower development activity. It is at this level that the city can also expect to see the growth in visitors, jobs, and related industries that is the product of a healthy hotel industry. This level has already withstood the test of time. Boston hotel occupancy has averaged 74% over the last ten years, a period encompassing both economic expansion and a serious recession.

Boston needs more hotel rooms to meet four types of demand: existing demand, current lost business, normal growth, and the increased demand that will result from construction of a new Boston Convention and Exhibition Center. *This report bases the following projections on the number of additional hotel rooms needed in the city to achieve an average annual occupancy rate of 74%.*

### ***Meeting Existing Demand***

It is clear that Boston needs more hotel rooms right now, just to accommodate all of the customers who want to come here year-round. Failure to add those hotel rooms will maintain an occupancy rate so high that it limits the ability to handle any additional business during peak months of the year.

Between 1989 and 1996, growth in room sale nights in Boston area hotels (those within the Route 128 beltway) during the winter months - when there was significant excess capacity - grew by 4.0%, 2.8%, 3.7% and 2.7% annually for the months of December, January, February, and March, respectively. Over that same period, growth in room sales nights during Boston's eight-month busy season - when there was no excess capacity of rooms to support much growth - averaged just 2.2%



annually. The slower growth during the busiest months reflects business turned away from Boston area hotels due to a shortage of hotel rooms.

At the 74% occupancy rate, Boston hotels could experience growth in room occupancy throughout the year. To achieve that rate, based only on the existing guests who are being served right now, Boston needs an additional 986 hotel rooms today

### ***Current Lost Business***

When the city's existing supply of hotel rooms is inadequate, growth levels off because business is lost to other markets. Potential guests who have been turned away by Boston hotels for lack of available rooms are left with three choices: postponing their visit, canceling their Boston visit altogether, or finding hotel rooms in the surrounding area. While it is impossible to know how many people delay their visits or don't come at all because of lack of hotel space, one downtown Boston hotel alone reported 20,000 "turn aways" last year.

Statistical evidence suggests many people are pursuing the third alternative - continuing to make Boston their destination of choice, but staying over night in the suburbs. Even though, historically, Boston hotels consistently register higher room occupancy *rates* than suburban hotels (anywhere from four to 17 percentage points higher for the first half of 1997), suburban hotels have been enjoying a higher room occupancy *growth* than those in Boston in recent years. Between 1991 and the first half of 1997, Boston hotel room sale nights, grew by 21.2%. During the same period, suburban hotel room sale nights increased by 31.1%. While some of the suburban increase could be attributed to lower room rates, much of it is the result of room availability. Granted, the region and the state still benefit from the spending, jobs, and tax revenue that this business generates. Unfortunately, however, Boston hotels and the city itself are losing out on the full economic benefits these guests generate.

Adding an additional 1,058 hotel rooms would give Boston hotels the capacity needed to serve those guests currently being turned away.



When the 986 new hotel rooms needed to achieve the 74% occupancy rate are added to the 1,058 rooms needed to recapture that lost business, Boston needs 2,044 additional rooms today to meet the existing level of demand.

### ***Normal Growth in Demand***

If the supply of hotel rooms in Boston is insufficient to meet existing demand, it falls far short of meeting expected continued growth. The Greater Boston Convention and Visitors Bureau projects a 3% increase in the number of visitors to the Boston area this year alone. With the regional and city economy booming, new or expanded facilities coming on line at the New England Aquarium and other museums, and expansion at Logan Airport, that growth is expected to continue.

Over the next 15 years, the Pinnacle Advisory Group projects a 2.5% annual increase in individual commercial demand for hotel rooms; a 1.5% increase in demand from leisure travelers; and a 1% increase in airline contract demand. It projects a 2.0% increase in convention and meeting demand over the next 5 years, slowing to a 1.5% annual increase between 2000 and 2012 if new convention space is not added. The combined demand from all of these visitors averages out to a 2% annual growth rate in hotel room demand.

To meet that projected growth in demand, Boston will need an additional 1,485 hotel rooms in the next five years and 1,639 more new hotel rooms in the five years after that. Over the next 10 years, then, Boston will need a total of 3,124 new hotel rooms to meet the growth in demand.

### ***Demand Generated by the Proposed Boston Convention and Exhibition Center***

The previous estimates on the need for more hotel rooms in Boston do not take into account what could be the single biggest cause for increased demand - construction of the proposed Boston Convention and Exposition Center. The Final Report, compiled for the City of Boston and the Commonwealth of Massachusetts, projects that demand and is summarized below.



As has already been shown, one of the major reasons for the strength of Boston's hotel industry is that the city is considered a "first tier" convention city, and the convention business itself is expected to increase. Yet despite its popularity as a convention city, Boston currently ranks only 43<sup>rd</sup> in the amount of prime exhibit space among major U.S. convention and trade show destinations, with only 183,000 square feet spread over two floors of the Hynes Convention Center. Even much smaller cities, like Columbus, Charlotte, Milwaukee, and Tampa offer more single-level exhibition space than Boston.

To remedy that situation, a drive is currently underway in both the public and private sector to build a new Boston Convention and Exhibition Center with 600,000 square feet of contiguous exhibit space. At this writing, a proposal to build the new facility has been approved by both the Massachusetts State Senate and House of Representatives. The new facility would be large enough to accommodate all but the largest events and would operate in such a way as to complement and not compete with the city's existing smaller convention and meeting facilities: the Hynes Convention Center, The World Trade Center, and the Bayside Expo, which serve smaller conventions, trade shows, association events, corporate and local functions.

Within the next five years, according to a survey by the Center for Exhibition Industry Research, the demand for exhibition space will grow by 23%, while the supply of exhibition space is expected to grow by only 12%. In fact, another recent industry survey shows that over 90% of all meetings will be expanding their exhibit space requirements. If the city can meet those space requirements, Boston stands to gain an additional share of that expanding market.

When fully operational, the new convention center is expected to generate the need for 3,800 more hotel rooms in Boston - 1,200 to open in 2002 to coincide with the hoped for opening of the proposed new convention center and 2,600 more to open by 2009 when it is expected that the facility will be operating at full capacity.



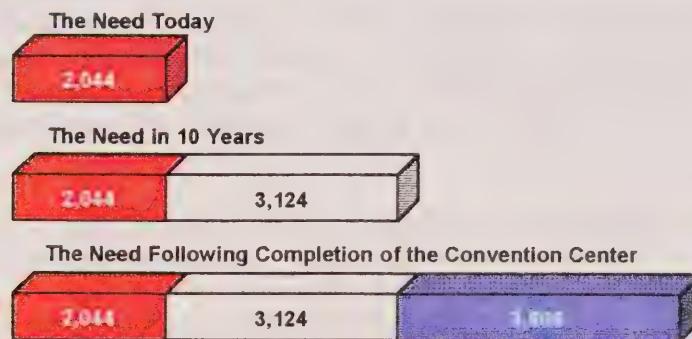
## CONCLUSIONS

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Despite the record number of hotel rooms in the city today, and despite the fact that more hotels are under construction or about to be built, Boston still needs more hotel rooms. When a hotel market reaches or exceeds its maximum practical occupancy rate, as Boston has done, growth slows far below its potential as new business is lost. This loss of business does not only affect the hotel industry itself, but the other sectors of the hospitality industry, which is a major source of employment for Boston residents.

To reach a proper balance between demand and supply, Boston needs:

- an additional 2,044 hotel rooms today to meet existing demand and recapture the business currently being turned away to suburban hotels.
- an additional 3,124 hotel rooms over the next 10 years to meet the projected growth in demand.
- an additional 3,800 more hotel rooms once the proposed new convention center is open and operating at full capacity.



*Figure 22 - Hotel Room Needs for The City of Boston*



## SOURCES

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Fine Arts Research Staff, Boston Public Library



## APPENDIX

### **Occupancy Rates and Room Rates in Selected Cities: 1996 - 1991**

| City-1996        | Occupancy Rate | Average Daily Room Rate |
|------------------|----------------|-------------------------|
| Atlanta          | 71.0           | \$95.25                 |
| Boston           | <b>78.4</b>    | <b>\$145.91</b>         |
| Chicago          | 73.5           | \$101.33                |
| Dallas           | 66.5           | \$90.50                 |
| Houston          | 63.8           | \$72.38                 |
| Los Angeles      | 71.6           | \$89.26                 |
| New York         | 81.8           | \$174.60                |
| Philadelphia     | 75.0           | \$115.75                |
| San Francisco    | 78.7           | \$113.15                |
| Washington D.C.  | 68.7           | \$125.00                |
| National Average | 73.1           | \$99.05                 |

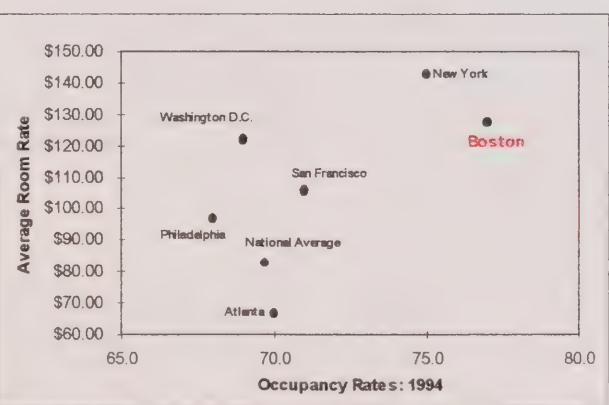
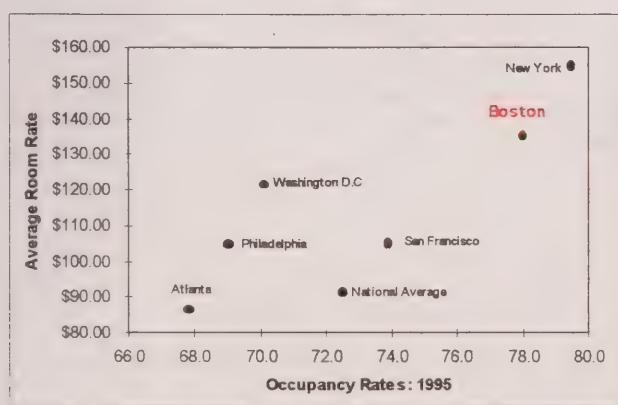
| City-1993        | Occupancy Rate | Average Daily Room Rate |
|------------------|----------------|-------------------------|
| Atlanta          | 67.4           | \$61.97                 |
| Boston           | <b>75.5</b>    | <b>\$120.36</b>         |
| Chicago          | 66.8           | \$87.90                 |
| Dallas           | 64.3           | \$67.53                 |
| Houston          | 62.1           | \$63.31                 |
| Los Angeles      | 61.9           | \$78.11                 |
| New York         | 70.3           | \$137.81                |
| Philadelphia     | 65.0           | \$90.00                 |
| San Francisco    | 70.0           | \$104.25                |
| Washington D.C.  | 72.0           | \$120.01                |
| National Average | 67.5           | \$79.44                 |

| City-1995        | Occupancy Rate | Average Daily Room Rate |
|------------------|----------------|-------------------------|
| Atlanta          | 67.8           | \$86.17                 |
| Boston           | <b>78.0</b>    | <b>\$135.00</b>         |
| Chicago          | 72.1           | \$97.14                 |
| Dallas           | 71.6           | \$77.07                 |
| Houston          | 64.8           | \$69.93                 |
| Los Angeles      | 67.5           | \$84.00                 |
| New York         | 79.5           | \$155.00                |
| Philadelphia     | 69.0           | \$104.75                |
| San Francisco    | 73.9           | \$105.27                |
| Washington D.C.  | 70.1           | \$121.45                |
| National Average | 72.5           | \$91.31                 |

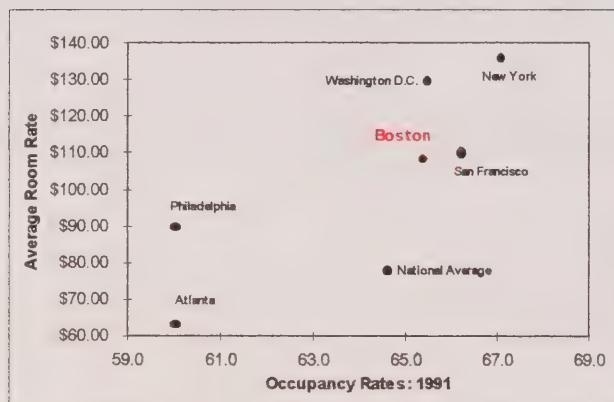
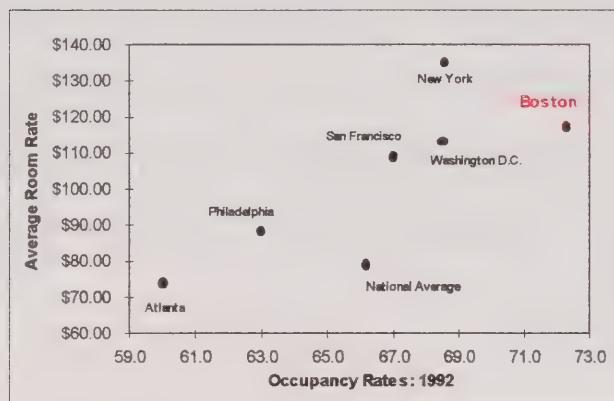
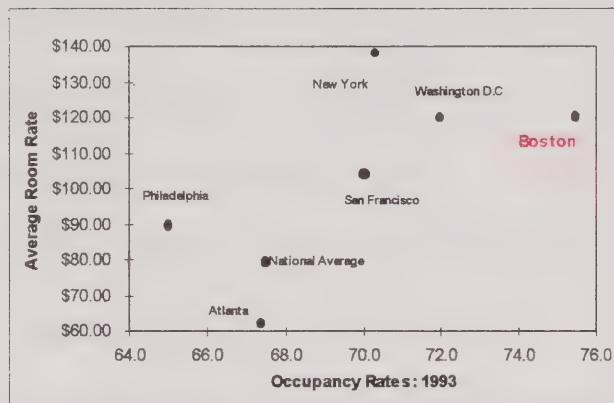
| City-1992        | Occupancy Rate | Average Daily Room Rate |
|------------------|----------------|-------------------------|
| Atlanta          | 60.0           | \$74.00                 |
| Boston           | <b>72.3</b>    | <b>\$117.57</b>         |
| Chicago          | 65.0           | \$82.00                 |
| Dallas           | 66.0           | \$61.00                 |
| Houston          | 62.8           | \$65.75                 |
| Los Angeles      | 63.0           | \$75.00                 |
| New York         | 68.6           | \$135.04                |
| Philadelphia     | 63.0           | \$88.50                 |
| San Francisco    | 67.0           | \$109.00                |
| Washington D.C.  | 68.5           | \$113.00                |
| National Average | 66.2           | \$79.19                 |

| City-1994        | Occupancy Rate | Average Daily Room Rate |
|------------------|----------------|-------------------------|
| Atlanta          | 70.0           | \$66.50                 |
| Boston           | <b>77.0</b>    | <b>\$127.50</b>         |
| Chicago          | 69.5           | \$90.30                 |
| Dallas           | 67.9           | \$71.45                 |
| Houston          | 64.0           | \$64.83                 |
| Los Angeles      | 66.2           | \$82.00                 |
| New York         | 75.0           | \$143.00                |
| Philadelphia     | 68.0           | \$97.00                 |
| San Francisco    | 71.0           | \$106.00                |
| Washington D.C.  | 69.0           | \$122.42                |
| National Average | 69.7           | \$82.30                 |

| City-1991        | Occupancy Rate | Average Daily Room Rate |
|------------------|----------------|-------------------------|
| Atlanta          | 60.0           | \$63.00                 |
| Boston           | <b>65.4</b>    | <b>\$108.29</b>         |
| Chicago          | 64.0           | \$81.95                 |
| Dallas           | 62.0           | \$59.50                 |
| Houston          | 62.5           | \$64.27                 |
| Los Angeles      | 63.6           | \$75.70                 |
| New York         | 67.1           | \$135.66                |
| Philadelphia     | 60.0           | \$89.50                 |
| San Francisco    | 66.2           | \$109.99                |
| Washington D.C.  | 65.5           | \$129.53                |
| National Average | 64.6           | \$77.90                 |









Boston's Hotels



Boston's Hotels













